

Thomas D. Benziger

Access Living
115 W. Chicago Ave

Chicago, IL 60610

VP 312-253-7007

tbenziger@accessliving.org

Our agency provides services for people with disabilities (cross-disabilities) and this includes person with speech impairments.

This includes individuals with CP who may have communication blockage in terms of trying to express itself, not necessarily understand sign language due to the fact that they may have problems using their hands, often at times uses communication board or laptop. _____

--Operators need to stay on the call long enough to get used to the way the PERSON with a speech disability talks.

--Operators should tell callers that everything is confidential.

--People with a speech disability need an easy way to reach Speech-To-Speech. We need to find another technology that will speed up the communication between the caller/relay operators and the party involved in communication.

--More people with speech disabilities need to be taught to use STS.

--All these statements also apply to people who use STS on the computer.

--There should be competition, as that makes STS work better.

--The operators need to be paid enough so that they do a good job, and they need good training.